

17  
[4 MAY 1995]

1. CASE NO. 950113CCC3255		2. INVESTIGATOR'S ID 8554		3. OFFICE CODE 860		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. DATE OF INCIDENT YR MO DAY 94 10 ??		5. DATE INVESTIGATION INITIATED YR MO DAY 95 04 12					
6. SYNOPSIS OF INCIDENT A toaster malfunctioned. During the toasting cycle the ON/OFF switch flipped back into the OFF position but the appliance continued heating the bread. The bread caught on fire. The owner smelled the smoke, unplugged the appliance and removed the burning toast from the appliance. No one was injured.							
7. LOCATION (Home, school, etc.) home <sup>10</sup> <del>DX</del>			8. CITY Rio Rancho			9. STATE New Mexico (NM)	
10A. FIRST PRODUCT electric toaster oven 0216			11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS spacesaver Toast-R-Oven-Broiler model # TRO600 Black & Decker, 6 Armstrong, Shelton, CT 06484				
10B. SECOND PRODUCT none			11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS N/A				
12. AGE OF VICTIM N/A no injury 999		13. SEX (USE NUMERICAL CODE) MALE - 1 N/A FEMALE - 2 no injury 9 UNKNOWN - 3		14. DISPOSITION N/A no injury 0		15. INJURY DIAGNOSIS no injury N/A 70	
16. BODY PART N/A 99		17. RESPONDENT(S) (Mother, Friend) Owner [1]		18. TYPE INVESTIGATION ON SITE - 1 TELEPHONE - 2 [2] OTHER - 3		19. TIME SPENT [ ][4].[ ][ ]+	
20. ATTACHMENTS multiple [9]		21. CASE SOURCE incident CY EOD44 report [0][7]		22. REVIEWED BY [9/0/9/1/1]		YR MO DAY 9/15/95/0/1/1	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [ ] CPSC MAY NOT DISCLOSE MY NAME [xx]							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE			

NARRATIVE NOTE:

Information in this investigation report was obtained from the owner of the toaster.

The narrative report and exhibits are attached.

MFR/PRVLR NOTIFIED 5/16/95  
No Comments made  
Comments attached  
Excisions/Revisions  
Firm has not requested  
further

(USE ADDITIONAL SHEETS IF NECESSARY)

4 MAY 1995

## FIELD ACTIVITY COVERSHEET

1. REGION/STATE FOWR/PHX New Mexico		2. OPERATION (Check One) ( ) Inspection ( ) Establishment Visit ( ) Telephone Contact (XX) Investigation ( ) Other [ ]		3. DATE	
				4. NUMBER (For RO Use) 950113CCC3255	
5. ESTABLISHMENT Name Black & Decker Address 6 Armstrong Road City Shelton State CT Zip 06484 Telephone					
6. RELATED FIRM ( ) Parent ( ) Headquarters ( ) Subsidiary ( ) Other _____ Name City State					
7. PRODUCTS COVERED electric toaster oven (Spacesaver Toast-R-Oven-Broiler model # TRO600)			8. OTHER CONSUMER PRODUCTS [ ]		
9. ESTABLISHMENT TYPE (X) Manufacturer ( ) Importer ( ) Wholesaler ( ) Own Label Distributor ( ) Retailer ( ) Repackager ( ) Other [ ]			10. ANNUAL PRODUCTION Product Covered \$ Units [ ] Other Products \$ Units [ ]		
11. I.S. BUSINESS % Received [ ] % Shipped [ ]		12. SAMPLES COLLECTED none		13. MIS CODE 32626	
14. HOURS Activity 4 hrs. + Travel 0					
15. REASON FOR ACTIVITY (Assignment Reference) IDI # 950113CCC3255 was assigned as a follow up to a consumer complaint, # C4C0044.					
16. ANNOUNCED ( ) Rationale for Announced Inspection UNANNOUNCED ( ) N/A					
17. EMPLOYEE'S NAME Zannie E. Weaver		TITLE Investigator		SIGNATURE <i>Zannie E. Weaver</i>	
18. (X) ENDORSEMENT ( ) REMARKS ( ) SUMMARY ( ) OTHER This investigation involved a Black & Decker toaster oven that appeared to have malfunctioned while being use to toast bread. The toaster oven overheated burning the food and causing blisters on the overhead cabinet bottom surface. There were no injuries involved in this incident. The product was not available for examination since the respondent returned the unit to the mfg. Product ident. was obtained. Follow-up: Refer to CECA for follow-up; recommend follow-up at Black & Decker to determine complaint/return history for this product.					
19. REVIEWER'S NAME <i>Joel C. Swisher</i>		TITLE ASI		SIGNATURE <i>Joel C. Swisher</i>	
20. REVIEW DATE 5-1-95		21. DISTRIBUTION O: EPDS cc: FOER Compliance, CECA J.Seibert, LOS IDI Files c/s:LGC LDB			

PRE-EVENT

This incident involved a malfunctioning toaster in a private residence in Rio Rancho, New Mexico. The house is occupied by the owner and her husband.

The owner said that she purchased the toaster along with a can opener and a coffee maker during August 1991. She described this toaster as an under-the-counter space saver toaster-oven-broiler.

They installed the toaster on the underside of the upper cabinet in the kitchen. She said that it was located in the middle area below the cabinet. They placed the toaster manufacturer's metal heat guard between the top of the toaster and the bottom of the cabinet.

The toaster's power cord was inserted directly into a three prong wall outlet that was located on the back wall behind the toaster. The owner said that they did not have anything plugged into the other half of this wall outlet.

She said that the toaster was located several inches from the back wall. There were no objects situated to the sides, bottom or back of the toaster. The cabinet located above the toaster contained drinking glasses and other dishes.

According to the owner, she and her husband used the toaster on a daily basis to toast bread and warm-up food such as tortillas. She told me that she used the oven feature of this appliance once or twice a month to bake potatoes and yams.

This toaster required very little maintenance. She would remove any crumbs from the toaster and occasionally use a damp cloth to wipe and clean it. They never had to take this toaster in for repairs. Prior to the malfunctioning incident, they did not experience any problems with the toaster.

This incident took place during October 1994. She does not remember the exact date of this incident. It happened during the evening. She went into the kitchen and decided to toast some bread.

She opened the door of the toaster and placed the bread inside. The owner then pushed the switch which starts the toasting cycle. While the bread was toasting she went into another room. The owner thinks she went to the living room and watched television.

EVENT

The toaster malfunctioned. It continued heating beyond the normal time cycle and the toast began burning.

POST-EVENT

The owner said she began smelling smoke about 5 or 10 minutes after placing the bread in the toaster. She went into the kitchen and saw that the bread in the toaster was burning.

The owner ran over to the toaster and unplugged it from the wall outlet. She got the bread out of the toaster and placed it in the kitchen sink.

She checked the toaster and decided that the toaster ON/OFF control had malfunctioned. During the toasting cycle the ON/OFF switch had flipped back into the OFF position but the appliance had continued heating the bread.

The owner examined the cabinet and noticed that the area above the toaster had been damaged by the heat generated by the toaster. The finish/paint on the inside and the bottom of the cabinet had blistered from the heat.

It is her opinion that this appliance would have started a house fire if she had not been present and unplugged the toaster.

She wrote a letter to the manufacturer complaining about this toaster. The owner sent a copy of her letter to the U.S. Consumer Product Safety Commission.

A manufacturing representative got in touch with her and asked her to send the toaster to their attention so they could examine it and determine the cause of the malfunction.

The owner send the toaster to the manufacturer. They send her a replacement unit which was a different model toaster.

PRODUCT IDENTIFICATION

The owner identified the toaster involved in this incident as a Spacemaker kitchen appliance, Toast-R-Oven Broiler, model TRO600, from Black & Decker, 6 Armstrong Road, Shelton, CT 06484.

This appliance was returned to the manufacturer. The owner does not remember the labeling information which appeared on this toaster. She no longer has the booklet which came with the product.

No other product information was available.

#### STANDARDS INFORMATION

No standards information was available.

#### CONTACTS

#### PURPOSE & RESULTS

Owner

Obtained incident scenario  
& product information.

#### EXHIBITS:

1. CONTACT LETTER TO OWNER
2. LETTER FROM OWNER TO MANUFACTURER
3. ASSIGNMENT

950113 CCC 3255

Exhibit #1

United States Government  
CONSUMER PRODUCT SAFETY COMMISSION

522 N. Central Avenue, Room 207, Phoenix, Arizona 85004  
Phone # 602/ 379-3510 Fax # 602/ 379-3518

April 12, 1995

[REDACTED]  
290  
Rio Rancho, NM 87124

Dear [REDACTED]:

As an agency of the Federal Government, the U.S. Consumer Product Safety Commission (CPSC) is responsible for investigating consumer product related injuries, deaths and potential injury situations. These investigations help make us aware of hazards to children and adults and aids us in preventing similar incidents from occurring to other people.

We wish to obtain information about the problems you experienced with a Black & Decker toast-r-oven broiler. If the toaster is still available, I would appreciate your holding it along with any accompanying labeling. This will allow me to obtain manufacturer serial #, model #, and specification information.

CPSC enforces the federal safety regulations covering consumer products such as children's articles, household appliances, and power tools. We are currently looking into electrical problems presented by household appliances.

I'll call you during the next two weeks. Please call me if you have any questions. I can be reached in Phoenix at 602/ 379-3510. Information about CPSC is enclosed.

Sincerely,

*Zannie E. Weaver*  
Mr. Zannie E. Weaver  
Federal Investigator

Enclosures

950113 CCC 3255

Exhibit # 2

EPD 3

~~REDACTED~~ SE

Kio Rancho NPA 87124

December 5, 1994

C4C0044

Consumer Assistance  
and Information  
Black & Decker, Inc.  
6 Armstrong Road  
Shelton, CT 06484

DEC 21 1994

To Whom it may concern:

In August 1991, I purchased three  
Black and Decker Spacemaker kitchen  
appliances -

- a. Toast-R-Oven Toaster, Model TR0600
- b. Spacemaker Can opener
- c. Spacemaker Whip Coffemaker

I loved my Toast R Oven and liked  
the way it toasted sourdough bread,  
baked potatoes, yams and warmed  
up tortillas, but alas in October  
of this year (1994), the control for  
the toaster quit working. It failed  
to turn off even though it was  
flipped up to the OFF position. If  
I had left the house, the toaster oven  
would have started a fire and  
done irreparable damage. The cabinet

950113 CCC 3255

Consumer Assistance and  
Information

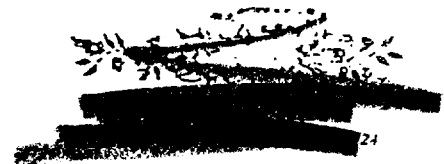
shows signs of blistering even though  
the oven was installed with a Heat  
Guard Mounting Hood.

I am not used to having appliances  
that are defective and only last  
three years. I realize I should have  
done more homework before I made  
the purchase.

Sincerely yours,



cc: Ann Brown, Chairman  
U.S. Consumer Product  
Safety Commission





950113 CCC 3255

Exhibit # 3

FIELD ACTIVITY REQUEST				4-12-95
1. REGION/STATE FOWR->	2. OPERATION	Check Appropriate Block(s)		3a. DATE ISSUED <del>5-2-95</del>
	<input type="checkbox"/> Inspection	<input type="checkbox"/> Recall Effect Check		
4. NUMBER > 950113 CCC 3255	<input type="checkbox"/> Telephone Contact	<input checked="" type="checkbox"/> Investigation		3b. TRGT DATE <del>5-3-95</del>
	<input type="checkbox"/> Sample Collection	<input type="checkbox"/> Other		
5. ESTABLISHMENT				
Name: >				
Address: >				
>				
City: >				
Phone: (>) > ->				
State: > ZIP: > ->				
6. PRODUCT		7. HOURS		
> <i>space heater, on-opener</i>		Operation: > .		
> <i>coffee maker</i>		Travel: > .		
> <i>Toaster oven.</i>				
8. MANAGEMENT CODES		9. DATE COMPLETED		
MIS: > FPC, Nr. >		>		
NEISS: >		>		
10. SUPERVISORY INVESTIGATOR		11. INVESTIGATOR		
> <i>Joel Swisher</i>		> <i>Zannie Weaver</i>		
>		> <i>Norron Allen</i>		
12. COMPLIANCE OFFICER		13. PRIORITY		
>		>		
>		>		

## 14A. HISTORY:

&gt;

## 14B. ACTION REQUESTED:

> Pls. see attached instructions for details for this  
101

15. REQUESTOR'S NAME AND TITLE	SIGNATURE
> <i>James Seibert (ccs)</i>	
16. DISTRIBUTION	
Orig: Supervisory Investigator	>
cc: EF->	
>	>
LGCornell, for PARADOX Log	Compliance Assignment File

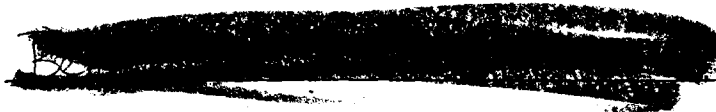
ACCIDENT INVESTIGATION REQUEST FORM

Joel +  
cc: file

Document Number C4C0044A  
 Date of Incident 10/94 Category I.D. 70CT15/995  
 Follow-Up Requested \_\_\_\_\_ Hazard Analysis Section 15  
 Type Follow-Up Requested \_\_\_\_\_ Telephone Call On-Site  
 Headquarters Contact Jeanne M. Siebert  
 Assignment Message \_\_\_\_\_

- 1) Verify incident
- 2) Inquire :
  - a) date of purchase
  - b) repair history
  - c) condition of toaster
  - d) pattern of use
  - e) cleaning pattern
  - f) Any items in or around toaster oven
- 3) Obtain product for engineering evaluation

Person(s) to Contact



Guideline

Requested By

Jeanne Siebert

Task Number

950113CCC 3255

Assigned to

SFCO

Date

01/13/95

Denial

Ernest Brown, Chairman  
U.S. Consumer Product  
Safety Commission

C4C0044

DEC 21 1994

For your information,

B12 TC 21 (15)

950113000 3255...